



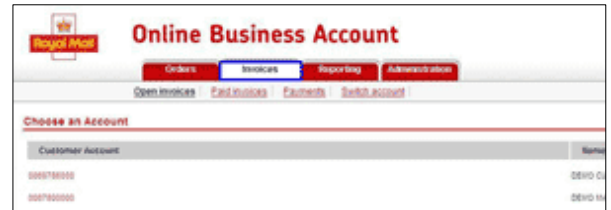
Online Business Account – How to raise an invoice query

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To raise an invoice query you'll need to be either a Super User or have access to Accounts Payable view & Pay on your profile.

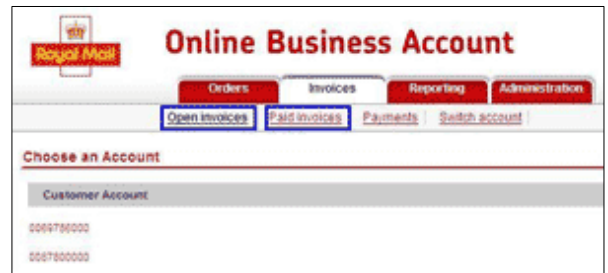
Select the invoices tab

Choose the account number for the invoice in question. If you only have access to one account number you will not see this screen.

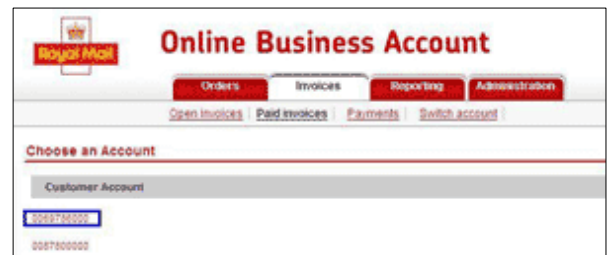


Select either Open Invoices or Paid Invoices

Open invoices are invoices that have not yet been paid. Paid invoices are either invoices that have been paid or, if you pay via Direct Debit, may be in the process of being paid – the status will change to 'processed' when the Direct Debit payment is taken.



You can search for either 'processed' or 'in process' invoices using the drop down status box within the 'Paid invoices' tab.



Select the account that the invoice is allocated to

Find the Invoice number you want to raise a query about

Invoice	Invoice Due Date	Invoice Amount	Paid Amount	Status	Payment Method	Raise Query
Invoice: 402240076	Sep 4, 2010	GBP 6.76	GBP 6.76	Processed	Account Maintenance	
Invoice: 402240080	Sep 1, 2010	GBP 20.70	GBP 20.70	Processed	Account Maintenance	

Once you've spotted the invoice in question, look to the end column on the right and you will see the option to 'raise query'. Simply click on the speech bubble.

When the new window opens, we need you to tell us about your query. Please remember to include the sales order(s) number(s) that you are querying and the exact reason for your query.

When finished, click 'send'. We'll get back to you within 5 working days.

You'll be able to see our reply by looking in the end right column, next to the 'raise query' button.

You should see a new button that looks like a page – if you click on that button you can view our reply.

Invoice	Invoice Due Date	Invoice Amount	Paid Amount	Status	Payment Method	Raise Query
Invoice: 402240076	Sep 4, 2010	GBP 6.76	GBP 6.76	Processed	Account Maintenance	
Invoice: 402240080	Sep 1, 2010	GBP 20.70	GBP 20.70	Processed	Account Maintenance	
Invoice: 402240084	Aug 1, 2010	GBP 20.00	GBP 20.00	Processed	Account Maintenance	
Invoice: 402240085	Jul 16, 2010	GBP 16,000.00	GBP 16,000.00	Processed	Account Maintenance	
Invoice: 402240085	Jul 16, 2010	GBP 16,000.00	GBP 16,000.00	Processed	Account Maintenance	
Invoice: 402240087	Jul 8, 2010	GBP 200,400.00	GBP 200,400.00	Processed	Account Maintenance	
Invoice: 402240091	Jul 8, 2010	GBP 66.90	GBP 66.90	Processed	Account Maintenance	
Invoice: 402240092	Jul 27, 2010	GBP 66.90	GBP 66.90	Processed	Account Maintenance	